



## WORKING WITH AN INTERPRETER

### DURING A ZOOM HEARING

#### INSTRUCTIONS TO LIMITED ENGLISH PROFICIENT PARTICIPANTS

##### Prior to Your Hearing

- You will receive an email inviting you to a Zoom meeting. The Zoom meeting will be your online hearing. This email will contain the link to access the Zoom hearing or a teleconferencing number and Meeting ID, as well as the time and date of the hearing.


##### Day of Your Hearing

- Find a quiet place and please do not move around during the hearing.
- Use a headset with a noise-canceling microphone if available. Please keep your microphone on mute if you are not speaking. To do this click the microphone found at the bottom left-hand corner of your Zoom navigation menu.
- Dress in court-appropriate attire.

##### How to Join the Hearing

- If connecting by video, click the Meeting URL under **“Join Zoom Meeting”** in the email.
  - Please enter your full name as your display name.
  - Select that you would like to connect with audio and video. Then, click **Join**.
  - Your screen will say **“Wait for the host to let you in.”** This means you are in the right place. This is the waiting room. Some hearings run over, causing the host to start other hearings late.
- If connecting by telephone, dial the telephone number provided in your invite.
  - As soon as you hear someone speaking, enter the meeting ID number and then hit #.
  - When you hear someone speaking again, hit #.
  - You will then be in the hearing. If it is silent or if music is playing, you are in the waiting room and the court will admit you once your case is called.
  - You will receive an automated message notifying you that your audio is muted. You will be instructed to hit **“Unmute”** or **\*6** to unmute.

## How to Work with a Court-Appointed Interpreter

- At the beginning of the hearing, the interpreter may briefly speak with you in your language to make sure he or she can hear and understand you.
- The Court or your attorney may ask you preliminary questions and the interpreter will interpret them for you. The interpreter will also interpret your answers into English.
- Zoom provides an **Interpretation Feature** that allows the interpreter to provide simultaneous interpretation. The interpreter will explain to you how to access the **Interpretation Feature** before it is activated by the court. The interpreter will also instruct you to select your language channel.
- To help you understand how language channels work in Zoom, please watch this video: [\*Introduction to the Zoom Interpretation Feature.\*](#)
- **Important:** Please download the Zoom app and join the Zoom hearing using the app on a desktop, laptop, tablet, or smartphone. The Zoom interpretation feature is **not** available if you join the Zoom hearing through a web browser, use a Chromebook, or dial in. It is highly recommended that you have your own device in order to choose your language channels.
- Once the **Interpretation Feature** is activated, depending on what device you are using, click on the following to access your language channel:
  - **Computer** – Click on the globe at the bottom right. 
  - **Phone APP** – Click on the 3 dots found at the bottom right.
  - **Tablet** - Click on the 3 dots found at the top right.
  - **Dial in by Phone** – The Interpretation Feature is not available, but the interpreter can still interpret for you over the phone.
- Select your language channel. The interpreter will join you on the same channel to interpret simultaneously.
- The interpreter may instruct you to click on “**Mute Original Audio**” in order to just hear the interpretation. If you want to hear the English-speaking participant at a lower volume and the interpreter at the same time, click on “**Unmute Original Audio.**”

- If you have a question for the court while you are in your language channel, ask the interpreter. The interpreter will interpret your question to the Court.
- Please be aware that anything you say in your language channel may be heard by the court and other participants in the Zoom hearing.
- The interpreter may ask you to switch back to the **English language channel** if the Court has additional questions or wants to hear your testimony.

### **Breakout Rooms**

- During the hearing, if you would like to speak to your attorney confidentially, you will be placed into a **Breakout Room** once the Court gives permission.
- The host will invite you to join the **Breakout Room**.
  - If on video, click **Join** or **Join Breakout Room**.
  - If on the phone, there is no need to do anything as you'll be moved automatically.
- When done in the breakout room, you must leave it to rejoin the main hearing.
  - If on video, to leave the breakout room, click the red box that says **"Leave"** in the right-hand corner of your screen. You will be prompted to click on **"Leave the Breakout Room."**
  - If on the phone, to leave the breakout room, hit # on your dial pad.

### **Team Interpreting in Language Channels**

- Depending on the length of the hearing, you may have two interpreters assigned to the hearing. The interpreters will switch periodically to interpret for you.

### **Multiple Languages**

- Your hearing may involve interpreters of multiple languages. If you are called to testify, your language channel will be disabled. You will speak in the English channel, and your interpreter(s) will interpret your testimony in consecutive mode.
- After your testimony concludes, your language channel will be enabled again. Please click on your language channel to receive simultaneous interpretation.

## Troubleshooting

- If you lose the Internet connection, you can dial in by phone provided in the Zoom invite. The **Interpretation Feature** is not available to participants if they dial in, but the interpreter can still interpret in the consecutive mode. Make sure to have a phone available to call in case you lose the Internet connection.
- If you cannot connect to the foreign language channel, the **Host** will disable the **Interpretation Feature** entirely and proceed with the hearing without it. The interpreter will interpret for you in the consecutive mode.
- If you cannot connect to the foreign language channel and simultaneous interpretation must be provided, the host may instruct the interpreter to contact you via phone to provide simultaneous interpretation.
- If you have problems with the computer audio, use the **“Chat”** feature in Zoom to send a message to the interpreter to alert the participants that you cannot hear them.

## Sign Language Interpretation View

- The court may activate the sign language interpretation view in a Zoom hearing. The ASL interpreter will be placed in a separate window on the Zoom screen. You can select the sign language video channel to view, resize, or relocate the video window as needed.

**For further assistance with working with interpreters in ZOOM hearings, contact Maggie Cao in the Court Interpreter Program at (410)260-3562.**